

OREA imposes disciplinary sanctions, when appropriate, which may include:

- Public or private reproof;
- Additional education requirements;
- Fine;
- Probation;
- Suspension;
- Revocation and/or
- Special conditions on a license.

For additional information,  
contact OREA at:

**telephone (916) 263-0770**  
**fax (916) 263-0889**

or write:

**Office of Real Estate Appraisers**  
**Enforcement Unit**

**1755 Creekside Oaks Drive, Suite 190**  
**Sacramento, California 95833-3637**

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*State of California*

**Office of  
Real Estate  
Appraisers**

## Consumer's Guide: Filing A Complaint and The Investigation Process

OREA's mission is to protect public safety by continuously improving and promoting the integrity and professionalism of the real estate appraisal industry. OREA protects public safety by:

- Investigating complaints against licensees and persons acting in a capacity that requires a license;
- Investigating the background and conduct of applicants and licensees; and
- Investigating complaints against educational course providers.

There are four types of investigations commonly conducted by OREA:

- Complaints
- Background Investigations
- Questionable Applications
- Delinquent Child Support

## What is the function of OREA's Enforcement Unit?

OREA investigates the background of applicants and licensees with convictions for criminal violations of law or who have engaged in other conduct that calls into question their fitness for licensure. OREA also investigates complaints of unlawful or unethical activities filed against licensed appraisers, educational course providers and persons acting in a capacity that requires a license.

Please note that OREA cannot act as a court of law, order the refund of monies, award damages, enforce contractual agreements or give legal advice. If any of these are your goal, you may wish to contact an attorney or your local Better Business Bureau.

## When do I file a complaint?

A complaint may be filed anytime you have a legitimate complaint against a licensed appraiser. Complaints should be filed as soon as possible after the event.

## How do I file a complaint?

To obtain a complaint form, contact OREA at (916) 263-0770, FAX at (916) 263-0889 or visit our web site at [www.orea.ca.gov](http://www.orea.ca.gov) or [www.orea.cahwnet.gov](http://www.orea.cahwnet.gov).

Then, simply complete the form and send it, along with all relevant documents, to OREA, Enforcement Unit, 1755 Creekside Oaks Drive, Suite 190, Sacramento, California, 95833-3637.

# Enforcement Investigations

TYPE OF INVESTIGATION	SOURCES	TYPICAL ALLEGATIONS
<ul style="list-style-type: none"><li>• Complaints</li></ul>	<ul style="list-style-type: none"><li>• Clients</li><li>• Homeowners</li><li>• Lenders</li><li>• Other regulators (local, state and federal)</li></ul>	<ul style="list-style-type: none"><li>• Violations of USPAP and/or OREA regulations</li><li>• Technical errors</li><li>• Inaccurate value conclusion</li><li>• Fraud</li><li>• Failure to provide services as contracted</li><li>• Inappropriate conduct related to an appraisal assignment</li></ul>
<ul style="list-style-type: none"><li>• Background Investigations</li></ul>	<ul style="list-style-type: none"><li>• Law enforcement</li><li>• Other regulatory agencies (local, state and federal)</li></ul>	<ul style="list-style-type: none"><li>• Criminal convictions</li><li>• Discipline imposed by other agencies</li><li>• Other conduct relating to fitness for licensure</li></ul>
<ul style="list-style-type: none"><li>• Questionable Applications</li></ul>	<ul style="list-style-type: none"><li>• OREA's Licensing Unit</li></ul>	<ul style="list-style-type: none"><li>• USPAP violations in work samples</li><li>• Failure to properly acknowledge professional assistance of others</li><li>• Falsified information on an application</li></ul>
<ul style="list-style-type: none"><li>• Delinquent Child Support</li></ul>	<ul style="list-style-type: none"><li>• Department of Social Services Statewide Licensing Match System</li></ul>	<ul style="list-style-type: none"><li>• Delinquent child support</li></ul>

## What is OREA's complaint process?

Once a complaint is submitted, OREA will send you an acknowledgment letter. The Enforcement Unit will then review the complaint, the seriousness of the allegations and the potential harm to the public. The complaint will then be prioritized and assigned to an investigator.

The appraiser in question may be contacted for additional information and/or invited to attend an Office conference to explain his or her

actions. OREA will then review all available information, determine if a violation has occurred and impose disciplinary sanctions, where appropriate.

If the appraiser wishes to contest OREA's determination or sanctions, a hearing will be held before an Administrative Law Judge of the Office of Administrative Hearings (OAH). If necessary, you may be subpoenaed to testify at this hearing.

## How long will it take to resolve my complaint?

OREA will make every effort to resolve your complaint as quickly as possible. Many factors impact the length of an investigation, including: the complexity of the case, the availability and cooperation of witnesses and whether or not a field review of the property is necessary.

Since OREA must investigate complaints in order of their priority based on the seriousness of the allegations, likelihood of continuing harm to the public and other factors, it is not possible to estimate how long it will take to resolve your complaint. For this reason, OREA encourages you not to wait for the resolution of your complaint before seeking legal advice or pursuing other appropriate remedies.

## Will the appraiser be told who filed the complaint?

OREA will make every effort to keep your identity confidential. However, OREA cannot guarantee your anonymity and will probably be required to reveal your identity if the matter is filed with OAH.

## How will I know the result of my complaint?

Once the case is concluded, OREA will notify you of the outcome of your complaint.